



SECRETARY II

Department / Program: Information Technology

Reports To: IT Director

Salary/Hourly Range: 25

FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

VALID DRIVER'S LICENSE REQUIRED

PD Revised: 4/14/2016

INTRODUCTION:

This position is responsible for the efficient and effective performance of second level secretarial tasks, including effective public relations, maintaining appointments, screening calls/visitors, and independently handling routine correspondence and informal requests.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Politely greets visitors and telephone callers; ascertains their nature & purpose of visit; assists customers by providing information about the office, functions & activities, policies & procedures, office staff, etc.; when appropriate responds to and resolves complaints & issues, refers more difficult & complex matters to supervisor or appropriate office personnel for resolution; and provides a high level of customer services.
2. Provides supervision to the PBX Operator in order to efficiently complete work projects; instructs & trains incumbent regarding work assignments, procedures, methods & techniques and performance standards; monitors work in process and evaluates performance; and initiates personnel actions as necessary.
3. Receives, logs-in and routes incoming mail to the appropriate staff, attaches necessary files or material in order to affect prompt responses; responds to inquiries of simple routine general matter on behalf the supervisor or staff.
4. Composes/prepares routine correspondence, i.e., report, letters, memos, forms, charts, etc., for review & signature by supervisor or staff; verifies & review material for completeness & conformance with established regulations & procedures; processes requisitions for purchases, payroll timesheets, travel authorizations, related expense claims or any other procedural forms required by the office; monitors renewal dates for memberships, subscriptions, purchase agreements, professional service contracts, etc.
5. Assists in the development and preparation of office budgets & budget amendments/modifications; maintains a cuff account system to track & monitor expenditures, posts transaction to the cuff account system each time a requisition is processed or invoice is paid; and provides weekly cuff account balance report to the supervisor for review.
6. Establishes and maintains an effective & efficient records management system; responsible for proper filing & retrieval of documents pertinent to office operations & clientele; handles confidential & sensitive information/data in accordance with established policies & procedures.
7. Maintains office calendar/appointments; reminds supervisor and staff of upcoming appointments; attends meetings, conferences, workshops, etc.; participates in planning of the meetings, assists with making arrangements, i.e., preparing agenda packets & notices, scheduling events, securing facilities, acquiring needed supplies & materials, contacting targeted participants, etc.; takes & transcribes meeting minute, discussions, etc., as necessary.
8. Performs other duties as assigned and authorized to achieve program/office goals and objectives.

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, personnel of other agencies, public & private sector businesses/organizations and the general public.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

Education: High School Diploma or G.E.D. Certificate;

AND

Experience: Four (4) year work experience in a professional office environment performing similar duties;

OR

Any equivalent combination of Education and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

Knowledge:

- Knowledge of tribal governmental organizations, administration and management practices.
- Knowledge of office management principles, practices and methods.
- Knowledge of records management and practices.
- Knowledge of good customer services principles and practices.

Skills:

- Skill in verbal and written communications.
- Skill in effective records management.
- Skill in prioritizing multiple tasks/projects.

Abilities:

- Ability to operate modern office equipment/machines and applicable computer software.
- Ability to work independently and exercise sound judgement.
- Ability to coordinate and handle a variety of administrative functional responsibilities.
- Ability to deal professionally and effectively when carrying out functional responsibilities.
- Ability to establish and maintain positive professional working relationships when in contact with others.

NECESSARY SPECIAL REQUIREMENTS:

1. Must complete and pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Depending on the needs of the position, some incumbents of this class may be required to possess a valid Arizona Driver's License and pass and complete the Hopi Tribe's Defensive Driving Course.